

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2013

Docket No. ACR2013

CHAIRMAN'S INFORMATION REQUEST NO. 15

(Issued March 13, 2014)

To clarify the Postal Service's FY 2013 Annual Performance Report and its FY 2014 Annual Performance Plan, USPS-FY13-17, the Postal Service is requested to provide written responses to the following questions. Answers should be provided to individual questions as soon as they are developed, but no later than March 21, 2014.

1. Page 67 of the United States Postal Service 2013 Annual Report to Congress lists in the "Strategies" column of its FY2013 strategic initiatives table: "Improve customer experience measurement processes." Please discuss the measurement process improvements that were made in FY 2013.
2. Progress for the FY 2013 strategic initiatives "is tracked through a detailed reporting system and is reviewed every two weeks by the Executive Leadership Team for the Postal Service." 2013 Annual Report at 66. Please provide the most recent results of the progress made regarding the FY 2013 strategic initiatives.
3. Please describe and discuss the operational processes, technology, resources required and performance for the following "FY13 initiatives" listed in the FY 2013 strategic initiatives table on page 67 of the 2013 Annual Report:
 - (a) Build funnel & launch innovation;
 - (b) Improve employee availability; and,

- (c) Obtain PCI compliance.
- 4. The current customer experience measure only uses residential and small/medium business survey data for the Customer Experience performance goal. See 2013 Annual Report at 39. Page 67 of the 2013 Annual Report lists the initiative “Streamline commercial mail acceptance & enterprise payment” ?
 - (a) How does this initiative relate to customer experience?
 - (b) Is the definition of “commercial” mailer the same as “small/medium business?”
 - (c) How does the Postal Service measure or monitor streamlining commercial mail acceptance and enterprise payment?
 - 5. Please provide the FY 2014 targets for each of the Cross-Portfolio Key Performance Metrics provided in Response to CHIR No. 10 question 6.
 - 6. Please refer to the “Support for cross-agency goals” chart on page 39 of the 2013 Annual Report. How do the cross-agency goals relate to the Postal Service’s performance goals and FY 2013 strategic initiatives?
 - 7. Please refer to the “FY2013 strategic initiatives” chart on page 67 of the 2013 Annual Report. Explain the relationship between the FY 2013 strategic initiatives in the 2013 Annual Report and the “Strategic Change Initiatives” listed on page 38 of the FY 2012 Comprehensive Statement on Postal Operations.¹
 - 8. For each performance goal (Service, Customer Experience, Financial Results, and Workplace Environment), please:
 - (a) “[B]riefly describe the operational processes, skills and technology, and the human, capital, information, or other resources required to meet the performance goals;” and

¹ See Library Reference USPS-FY12-17.

(b) “[D]escribe the means to be used to verify and validate measured values.”²

9. Please describe “the summary findings of those program evaluations completed during” FY 2013. See 39 U.S.C. § 2804(d)(4). “Program evaluation” means “an assessment, through objective measurement and systematic analysis, of the manner and extent to which Postal Service programs achieve intended objectives.” *Id.* § 2801(6).
10. Although the FY 2013 Annual Report alludes to possible reasons why the Single-Piece First Class Mail Overnight and Three-to five-day service performance measures did not meet FY 2013 targets (See page 40 discussion related to network changes, reduction/realignment of work hours), no specific strategy is presented in this document as to the Postal Service’s FY 2014 plan for achieving the targets. However, in USPS-FY13-29, in the ‘Service PerformanceACRFY13.pdf’ file in the “Reasons for Service Targets Not Being Met and Mitigation Plans” section on page 8, the Postal Service states: “continued use of root cause diagnostic tools will allow operating managers to improve processing and transportation flows, thereby increasing service performance.” Please provide more specific information related to the mitigation plan items below.
- (a) Processing and transportation flow areas in need of improvement.
 - (b) The diagnostic tools used.
 - (c) The plan and schedule for achieving the FY 2014 targets.
 - (d) The type of information produced by the diagnostic tools and any examples of their continued use to improve service performance.
11. The 2012 ACD directed that “[f]uture Annual Performance Reports and Plans should provide explanations for any deletions.” 2012 ACD at 46. In FY 2013, the

² See 39 U.S.C. § 2803(a)(3) and (6).

Postal Service does not list Corporate Responsibility as a performance goal. *Compare* FY 2012 Comprehensive Statement on Postal Operations at 33 *with* 2013 Annual Report at 38. Please explain why the Corporate Responsibility performance goal was removed.

By the Chairman.

Ruth Y. Goldway